

ABSTRACT OF THE DISCLOSURE

A central monitoring station is linked to a plurality of remote terminals, such as payment terminals at a plurality of parking facilities. The central monitoring station and each remote terminal includes a two-way communication system in the form of a video camera and display, and audio speaker and microphone. The station and remote terminals are preferably linked through an Ethernet or Internet connection, although a hard-wired connection is also contemplated. The two-way communication system can be used by a customer at the remote terminal to achieve direct human interaction with an attendant at the remote central station to address problems occurring at the terminal. The communication system can also allow the attendant to manipulate the processor of each remote terminal to collect data, troubleshoot or override the function of the terminal.